



VISUAL
message center

supportAgent

iSeries Support Agent

Installation Guide

5.1

VSP

tango04
Computing Group

Solutions for Advancing People

VISUAL Message Center iSeries Support Agent Installation Guide

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Technical Support

For technical support visit our web site at www.tango04.com.

Tango/04 Computing Group S.L.

Avda. Meridiana 358, 5 A-B

Barcelona, 08027

Spain

Tel: +34 93 274 0051

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How to Use this Guide

This chapter explains how to use Tango/04 User Guides and understand the typographical conventions used in all Tango/04 documentation.

Typographical Conventions

The following conventional terms, text formats, and symbols are used throughout Tango/04 printed documentation:

Convention	Description
Boldface	Commands, on-screen buttons and menu options.
<i>Blue Italic</i>	References and links to other sections in the manual or further documentation containing relevant information.
<i>Italic</i>	Text displayed on screen, or variables where the user must substitute their own details.
Monospace	Input commands such as System i commands or code, or text that users must type in.
UPPERCASE	Keyboard keys, such as CTRL for the Control key and F5 for the function key that is labeled F5.
	Notes and useful additional information.
	Tips and hints that will improve the users experience of working with this product.
	Important additional information that the user is strongly advised to note.
	Warning information. Failure to take note of this information could potentially lead to serious problems.

Chapter 1

Overview



Important

When installing VISUAL Message Center iSeries Support Agent, please follow these instructions carefully. If you have any questions or doubts, contact your Tango/04 business partner.

There are two ways to install the product:

- Download VISUAL Message Center iSeries Support Agent from the Tango/04 Web site
- Install from a product DVD.

With either method, all components (including the iSeries server software) are installed from your PC.

The iSeries server software for VISUAL Message Center iSeries Support Agent is installed on the iSeries computer with an FTP connection using TCP/IP, or with an APPC router.

The PC client software is installed directly on the client PC.

For a new install, you should install both modules.

Chapter 2

Product Libraries and Directories

VISUAL Message Center iSeries Support Agent is a client-server, PC-based product.

The iSeries server software is installed in the VSCREEN product library on your iSeries computer.

The PC client software is installed in the default directory on your PC client computer. (You can override this default location to a different one if you choose.)

NiceLink is PC based middleware, used by our client-server products to communicate between the PC and the iSeries.

On the iSeries it is installed in a library called T4NICELINK.

The PC part is installed in the default directory (You can override this default location to a different one if you choose.)

NiceLink is a required part of the software.

These conditions *must* be met *before* you start the installation procedure:

1. If you are installing the server module on an iSeries using TCP/IP, then you will need the IP address of the iSeries computer. If you are installing the server module on an iSeries using a router connection (SNA or APPC), then the router connection must be established using the QSECOFR profile (or one with equivalent authority). Note the necessary information here for later reference:_____
2. If you already have the VSCREEN or T4NICELINK library installed on the iSeries you should make sure that no users are working with the products while you install.
3. If you are installing the PC client software using a PC running the Windows operating system, you must have Administration rights.



Important

In Windows 2008 R2, it is important to run the installer (`vsupport.exe`) as Administrator. This will prevent you from getting access violation exceptions when, for example, changing a library (from the LIBL tab), or executing commands (from the command tab).

To configure the iSeries Support Agent to be run as Administrator:

Step 1. Right-click the file `vsupport.exe`

Step 2. Select **Run as Administrator**.

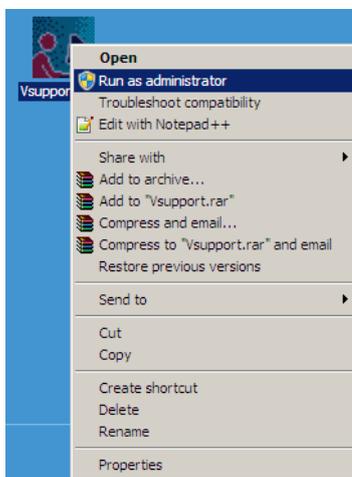


Figure 1 – Running the iSeries Support Agent as Administrator will prevent access violation exceptions

Before you Begin

Similarly, you can:

Step 1. Right-click the file `vsupport.exe`.

Step 2. Select **Properties**.

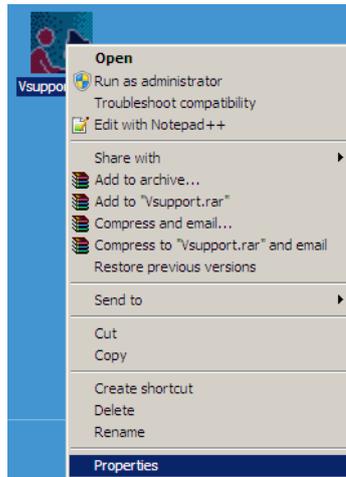


Figure 2 – You can Run as Administrator using the Properties option in Windows 2008 R2

Step 3. Click the **Compatibilities** tab, and select the option **Run as Administrator**.

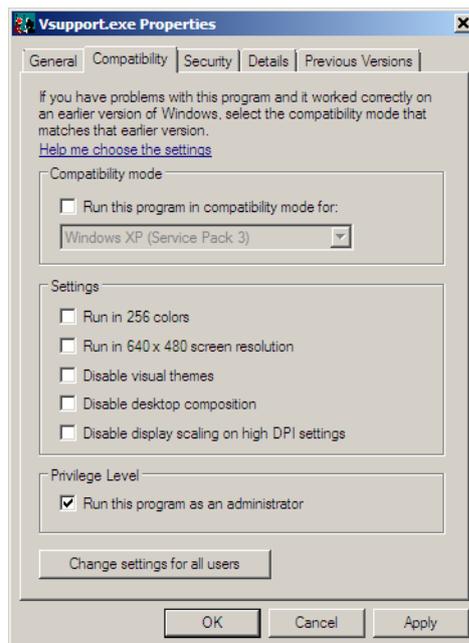


Figure 3 – Inside the Properties window

Step 4. Click **OK** to save your changes.

Chapter 4

Installation Steps

From DVD: If you are installing from the DVD, Select VISUAL Message Center iSeries Support Agent and follow the prompts to complete the installation. If, for whatever reason, you must install using the Windows Explorer view, please contact your Tango/04 Business Partner for further assistance.

From ZIP: If you are installing from the zip file, double click on the zip file icon, and follow those prompts. This will decompress the files into a temporary directory and start the install process.

The entire installation process takes between five and ten minutes, depending on the performance of your PC and of the iSeries where you're installing the code.

Step 1. Select modules.

VISUAL Message Center iSeries Support Agent is a client-server product, so part of the product is installed on the iSeries, and another part is installed on the PC. You have three options. Note: when installing from a Tango/04 product suite download file you will have selected the modules previously.

Client Module: This will install just the PC client module of VISUAL Message Center iSeries Support Agent. Note: if you do not already have the server module of VISUAL Message Center iSeries Support Agent on your iSeries you will need to install that too, [see Both Modules below](#).

Server Module: This will install just the iSeries server module of VISUAL Message Center iSeries Support Agent. Only chose this option if you already have VISUAL Message Center iSeries Support Agent installed on your PC, and just want to install the iSeries side.

Both Modules: If this is the first time that you install VISUAL Message Center iSeries Support Agent then you should chose this option – this will install the Server Module on the iSeries, and the client module on your PC.

Step 2. Select components.

NiceLink Environment: This supplies the necessary link between your PC and your iSeries server. It is required for VISUAL Message Center iSeries Support Agent to work. If it is already installed (with one of the other Tango/04 products) you'll be informed of that fact. You do not have to reinstall it unless you'd like a more recent copy.

VISUAL Message Center iSeries Support Agent: This will install the VISUAL Message Center iSeries Support Agent modules that you selected in the previous screen.

Step 3. For TCP/IP installation: Supply the IP address or system name of your target iSeries computer.

For router-based installation: Supply the name of the active APPC router for this iSeries. Be sure that you are connected using the QSECOFR profile, or equivalent.

For either: You must enter the Auxiliary Storage Pool that you would like to use for restoring and installing products. The default is ASP 1 is fine in most cases. If you are not sure if that is correct then contact your iSeries System Administrator.

Step 4. Select communication protocols.

You will also be asked to specify the communication protocols you are currently using for your iSeries network (APPC router, SNA Server, TCP/IP). Please select only those that apply to your environment at this point in time (you will have access to this information at any future point should you add a system using a new protocol.)

If you specified to the install PC client software (VISUAL Message Center iSeries Support Agent and/or NiceLink), that will happen first.

If you specified to install the iSeries server software, you will be prompted to specify the type of communications link would like to use to that iSeries (such as FTP over TCP/IP). The installation program will then begin transferring an iSeries save file from your PC over this connection into a library called T4_INSTALL on the target iSeries.

You may be prompted for a valid profile and password to begin this transfer; be sure to sign on as QSECOFR or equivalent! You will see the status of this transfer as it is happening.

During the install you will asked or notified of the port number that NiceLink will use to communicate between client PCs and the iSeries. The install process uses the “as-srvmap” Client Access service mapping function to find a port that is not in use. By default, NiceLink will use the port number 45611, although it will notify and allow you to change that at this point if there is a conflict. You should make a note of the port number that is chosen as you will have to configure when setting up the PC side of the product. Write down the port number here, for future reference:

Upon a successful installation, the temporary objects in T4_INSTALL are removed and the library is deleted. You will see libraries VSCREEN and T4NICELINK on your target iSeries and you will be messaged on your PC.

Step 5. If you are running IBM i 6.1 or higher you must follow post-installation instructions. Refer to the [Support Agent - Post Installation Instructions](#) document for further details.

Step 6. Go to the product menu.

There are two product menus from which you can configure different product areas. They are:

- GO VSCREEN/VS_MENU: This gives you access to all general VISUAL Message Center iSeries Support Agent functions
- GO T4NICELINK/T4NICELINK: This acts as a central Tango/04 product configuration console, and allows you to control NiceLink connectivity functions.

The following steps will show you which are the main menu options that you will need now to start working with VISUAL Message Center iSeries Support Agent. For more information about other menu options, consult the online help, or contact your Tango/04 Business Partner.

Step 7. Enter product license key.

VISUAL Message Center iSeries Support Agent can be activated alone, or as part of a product suite.

Typically, the product is automatically activated until the end of any given month, so upon installation it is usually not necessary to enter an authorization code to start testing. However, if you have been provided with Temporary Trial Codes, then you should enter them now.

Sign on to your target iSeries as QSECOFR or equivalent and follow the instructions below to enter Temporary Trial Codes.

**Note**

Tango/04 product codes contain 40 characters – you must include all characters. It is best to “cut and paste” the codes to avoid errors. If the product detects an incorrect code while running it will erase the data area that contains the code.

- If your Tango/04 Business Partner has provided you with a code for evaluating the Enterprise Problem Solver suite then go to the following menu option:

GO T4NICELINK/T4NICELINK, and select Option **54** - Enter Enterprise Problem Solver license key

Enter the code in the space provided.

Options are available for all product suites that include VISUAL Message Center iSeries Support Agent.

- If you are evaluating VISUAL Message Center iSeries Support Agent alone, go to the following menu option:

GO VSCREEN/VS_MENU, and select Option **23** - Enter product license key.

Enter the code in the space provided.

To activate the Remote Control function, you must enter a separate trial code. You can get this code by asking your Tango/04 Business Partner.

Enter the Remote Control code by passing the code as a parameter to the program RVSETUP in VSCREEN, i.e.:

```
CALL PGM(VSCREEN/RVSETUP) PARM(## ENTER CODE HERE ##)
```

To check that the codes are correctly entered and valid, use the corresponding menu options to verify the code. If the data area is empty, then either the code has not been accepted, or it has expired. Check that you have entered the product code correctly, or contact your Tango/04 Business Partner for help.

Step 8. Maintain Authorize Users List.

You should now authorize all relevant users to use VISUAL Message Center iSeries Support Agent. QSECOFR is authorized to use all products by default. Use the menu option **1**. Work with Authorized Users from VS_MENU.

Add all users that will be using VISUAL Message Center iSeries Support Agent to this list with 'Object Authority' set to *ALL.

**Note**

Do not add group profiles; use individual profiles only.

Step 9. Maintain Individual User Authorities.

VISUAL Message Center iSeries Support Agent uses an additional iSeries-based security layer that you must configure.

Add iSeries userid(s) to the VISUAL Message Center iSeries Support Agent authorization table by using menu option **2. Work with Users Authorities**.

Specify which functions each user can use. Press F11 to toggle the view between the user's authority to interactive jobs and batch jobs. Look for more information in the PC client help text, under the "Authorizations" topic or press F1 for help on the iSeries.

If you would also like to control which users have access to which subsystems on your iSeries, use the menu option **3. Work with Subsystem Authorities**.

Step 10. (If you are not using TCP/IP, skip to Step 10.)

To use VISUAL Message Center iSeries Support Agent with TCP/IP, the relevant TCP/IP service daemon (used by our NiceLink communications program) must already be active on your server iSeries. By default, the installation routine will create an autostart job entry in subsystem T4NICELINK and activate the job for you. The job will be named DAEMON.

The TCP/IP services daemon will auto-start by default. If you want to stop this, you can change the default configuration parameters for NiceLink TCP/IP services daemons. On the iSeries server, go the NiceLink menu (GO T4NICELINK/T4NICELINK), and choose option **32: Change NiceLink TCP/IP DaemonConfiguration**.

Here you can change Automatic Server Starting to *NO.

If the service daemon job is not active, or has been inadvertently cancelled, you may manually start the daemon by executing the menu option **31. Start NiceLink TCP/IP Daemon**.

Step 11. On the PC, go to Start > Programs > NiceLink Environment and select the NiceLink icon to start the NiceLink communications engine.

Configure your iSeries router connections by choosing **System – New... – Direct System**, or automatically detect all active router connections by selecting **System – Add Active Systems**.

To configure TCP/IP connections you should have the relevant iSeries IP address available (refer to item 1 under Before you begin). You should also check that the listener port number on the PC client is correct – it must match the port number that was chosen during the install process. By default it is 45611. Use the Query Port icon to find the correct port if you are in any doubt.

Step 12. You can now check the connection by clicking on the checkered flag icon. You should get a "Connection Working!" message. If not, then please check that you have followed all above steps correctly.

Step 13. Once the configuration is working, you can close NiceLink and save the configuration. By default, NiceLink configurations are saved in C:\Windows\System\System.s.nlk or C:\WINNT\System32\System.s.nlk, but you can place this file anywhere you choose.

Chapter 5

Starting VISUAL Message Center iSeries Support Agent

You are now ready to start working with VISUAL Message Center iSeries Support Agent!

Start VISUAL Message Center iSeries Support Agent on your PC by clicking the **Windows Start Menu** and **Programs > VISUAL Message Center iSeries Support Agent > VISUAL Message Center iSeries Support Agent**. VISUAL Message Center iSeries Support Agent will now connect to your chosen iSeries so that you can explore the support and problem solving functionality of VISUAL Message Center iSeries Support Agent.

If for any reason the NiceLink connection screen appears with no system configured, then you should click on the Open option from the main menu and look for the *.nlk files you saved previously.

For more information about working with VISUAL Message Center iSeries Support Agent, check the [iSeries Support Agent - User Guide](#), or contact your Tango/04 Business Partner.

You should now be able to successfully explore the functions of VISUAL Message Center iSeries Support Agent! To quickly learn more about the many functions and tools available to you, we recommend a scheduled walk-through or conference call with your Sales Representative.

We hope that you enjoy working with VISUAL Message Center iSeries Support Agent!

6.1 Upgrade Instructions

On the PC: You do not have to uninstall anything when upgrading to a new version of VISUAL Message Center iSeries Support Agent. When reinstalling or upgrading to a new release, you can indicate that all replaced files should be put in a directory named Backup within the VISUAL Message Center iSeries Support Agent directory.

On the iSeries: The install program automatically detects the existing product library, and will copy information such as the authorization lists or product authorization codes from the old library to the new library.

6.2 Uninstall Instructions

On the PC: You can uninstall VISUAL Message Center iSeries Support Agent and NiceLink from the Windows control panel on your PC.

On the iSeries: Run the command `VSCREEN/UNINSTALL` (no parameters) to uninstall the product library from your iSeries. This command will end all VISUAL Message Center iSeries Support Agent jobs, end any locks, and remove the product library.

Appendix A

Contacting Tango/04

North America

Tango/04 North America
PO BOX 3301
NH 03458 Peterborough
USA

Phone: 1-800-304-6872 / 603-924-7391
Fax: 858-428-2864
sales@tango04.net
www.tango04.com

Italy

Tango/04 Italy
Viale Garibaldi 51/53
13100 Vercelli
Italy

Phone: +39 0161 56922
Fax: +39 0161 259277
info@tango04.it
www.tango04.it

Sales Office in Switzerland

Tango/04 Switzerland
18, Avenue Louis Casai
CH-1209 Genève
Switzerland

Phone: +41 (0)22 747 7866
Fax: +41 (0)22 747 7999
contact@tango04.net
www.tango04.fr

EMEA

Tango/04 Computing Group S.L.
Avda. Meridiana 358, 5 A-B
08027 Barcelona
Spain

Phone: +34 93 274 0051
Fax: +34 93 345 1329
info@tango04.net
www.tango04.com

Sales Office in France

Tango/04 France
La Grande Arche
Paroi Nord 15ème étage
92044 Paris La Défense
France

Phone: +33 01 40 90 34 49
Fax: +33 01 40 90 31 01
contact@tango04.net
www.tango04.fr

Latin American Headquarters

Barcelona/04 Computing Group SRL (Argentina)
Avda. Federico Lacroze 2252, Piso 6
1426 Buenos Aires Capital Federal
Argentina

Phone: +54 11 4774-0112
Fax: +54 11 4773-9163
info@barcelona04.net
www.barcelona04.com

Sales Office in Peru

Barcelona/04 PERÚ
Centro Empresarial Real
Av. Víctor A. Belaúnde 147, Vía Principal 140
Edificio Real Seis, Piso 6
L 27 Lima
Perú

Phone: +51 1 211-2690
Fax: +51 1 211-2526
info@barcelona04.net
www.barcelona04.com

Sales Office in Chile

Barcelona/04 Chile
Nueva de Lyon 096 Oficina 702,
Providencia
Santiago
Chile

Phone: +56 2 234-0898
Fax: +56 2 2340865
info@barcelona04.net
www.barcelona04.com

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances



Partnerships

- IBM Business Partner
- IBM Autonomic Computing Business Partner
- IBM PartnerWorld for Developers Advanced Membership
- IBM ISV Advantage Agreement
- IBM Early code release
- IBM Direct Technical Liaison
- Microsoft Developer Network
- Microsoft Early Code Release

Awards



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